

**ADDENDUM A-1**  
**To**  
**MEMORANDUM OF UNDERSTANDING**  
**FOR HOUSEHOLD GOODS**  
**MOVE MANAGEMENT SERVICES**

**Between**

**THE U. S. DEPARTMENT OF VETERANS AFFAIRS,**  
**OFFICE OF ACQUISITION AND MATERIEL MANAGEMENT (90M)**  
**Washington, DC**

**AND**

**GRAEBEL VAN LINES, Inc.**  
**Aurora, CO**

**Effective May 18, 2001**

Graebel **Move Management Inc. (GMM)** will be responsible to verify and approve all needed and necessary carrier requests for the following accessorial items: bulky articles; crating; debris pick up; elevator usage; extra labor to inspect, repack and reseal packed-by-owner cartons (PBO); extra pick up or delivery; long carry; third party appliance servicing, Saturday or Sunday delivery; shuttle service; stair carries; and washer pack. **GMM** will have on record all documentation needed to verify the authorizations.

**GMM** will be responsible for recommending to the **HHGFR and to the** Austin Finance Center if payment of the excess weight charges for shipment weight in excess of the 110% shipment weight rule should be paid. Proper weight audit verification must be accomplished with the carrier. **If necessary, disagreements between the carrier and GMM shall be arbitrated by the VA Household Goods Program Manager, whose decision shall be final.**

The particular references to paragraphs in the MOU are printed below with the addendum wording added. Text of the original addendum is in italics and when viewed from a PC the Addendum A-1 changes are in bold face and red color.

# VA/Graebel Move Management, Inc. Household Goods MOU Addendum A-1 Supercedes Addendum A

## Affected MOU Paragraphs as modified:

### 1. Initiation of Service and Authorizations

a.

b. The HHGFR will provide Graebel **Move Management, Inc. (GMM)** with a telephone number to contact the transferee for counseling purposes. **GMM** will attempt to contact the transferee within 24 hours after receiving the initial request for move management services. If **GMM** is unsuccessful in contacting the transferee within 48 hours, **GMM** will advise the HHGFR and ask for assistance.

The intent of **GMM** self-authorizations for assessorial services is to maintain the progress of a move that would be otherwise delayed. **GMM** may self-authorize assessorial services **listed** in the Government Rate Tender (GRT) STB HHG 415 up to \$**1000**. If **all** required additional services exceed this limit, **GMM** must contact **the** HHGFR to obtain written authorization (fax, e-mail) **before** such services may be ordered. All **GMM** self-authorized services shall be subject to review by the HHGFR. *Only the particular assessorial services request(s), **other than crating and shuttle service**, that causes the \$**1000 GMM** self- **authorization** threshold to be exceeded must receive prior approval from **the** HHGFR. **Exception:** Crating and shuttle service each may incur up to \$**1000** in charges independently of other assessorial services before **the** HHGFR's prior approval will be required. **When time permits, prior authorizations are required before performance of services.***

### 7. Accessorial and Third Party Services

**The** list of **chargeable assessorial** services that could arise during the process of **a** relocation of a transferee's household goods **is:** bulky articles; crating; debris pick up; elevator usage; extra labor to inspect, repack and reseal packed-by-owner cartons (PBO); extra pick up or delivery; long carry; third party appliance servicing, Saturday or Sunday delivery; shuttle service; stair carries; and washer pack. **GMM** will identify those services required for a particular move and obtain the necessary HHGFR approvals or confirmations. **GMM** may self-authorize, in writing, all required assessorial services when the total charges for assessorial services (not including crating or shuttle service) is \$**1000** or less. No additional approvals shall be required from the HHGFR when the total charges for assessorial services (not including crating or shuttle service) is \$**1000** or less. Only the assessorial services request(s) (not including crating or shuttle service) that cause the \$**1000 GMM** self-approval threshold to be exceeded must have prior approval by a HHGFR. Crating and shuttle service each may incur up to \$**1000** in charges independently of other assessorial services before a HHGFR's prior approval will be required. **GMM shall attempt to call the HHGFR at the time services are ordered to advise them of the requirement and may proceed if the shipment would be delayed.**

### 8. Billing Information

The selected carrier will submit a bill and receive reimbursement from **GMM** who will then submit an invoice to the VA Austin Finance Center and receive reimbursement from the VA Austin Finance Center. Upon verification that assessorial services have been properly approved, were necessary, and were actually performed, **GMM** shall provide the written self-authorizations and include a request for payment of assessorial charges in their billing. Documentation supporting charges for assessorial services shall be retained by **GMM** for 3 years.

VA/Graebel Move Management, Inc. Household Goods MOU Addendum A-1  
Supercedes Addendum A

**11. Further Agreements**

- a.
- b. **GMM** will notify the HHGFR whenever the actual weight of the household goods shipment *varies from* the estimated weight indicated on the pre-move survey by 10 percent or more. The HHGFR will determine whether or not a re-weigh**ing** of the shipment will be requested. This re-weigh**ing** request shall be in writing. An actual shipment weight in excess of 110 percent of the pre-move survey weight must be acceptably justified to the HHGFR by **GMM** before payment for the excess weight exceeding 110 percent may be approved. **GMM shall authenticate the reasonableness of a carrier's explanation for a shipment weight that exceeds the 110 percent weight rule and recommend to the HHGFR and the Austin Finance Center if payment for the excess weight should be permitted. If necessary, disagreements between the carrier and GMM shall be arbitrated by the VA Household Goods Program Manager, whose decision shall be final.**

This addendum is accepted and made part of the MOU on May 18, 2001.

GRAEBEL Move Management, INC.  
Vice President

TRAFFIC MANAGER (92A)  
VA Central Office  
Office Of Acquisition & Materiel Mgmt (90M)

By: Robert Burke

By: William R. Bardwell

\_\_\_\_\_  
Signed 05/18/2001

\_\_\_\_\_  
Signed 05/18/2001